

# THE 2022 NATIONAL CORE INDICATORS®- INTELLECTUAL AND DEVELOPMENTAL DISABILITIES



## CALIFORNIA DIRECT SUPPORT PROFESSIONAL (DSP) WORKFORCE SURVEY

THIS PAPER VERSION OF THE SURVEY IS FOR REFERENCE. YOUR AGENCY'S RESPONSES TO THIS SURVEY **MUST BE ENTERED IN THE ONLINE PORTAL**. PAPER OR SCANNED COPIES WILL NOT BE ACCEPTED.

**Survey must be completed in the online data entry system by [July 31, 2023](#).**

**Please email with any questions at: [DSPWorkforce@DDS.CA.GOV](mailto:DSPWorkforce@DDS.CA.GOV).**

The Department of Developmental Services (DDS) is pleased to invite all agencies that employ Direct Support Professionals (DSPs) who provide services and supports to individuals with intellectual and developmental disabilities funded through a regional center to complete this survey. This survey collects quantitative information about factors impacting provider agencies and the DSP workforce during the 2022 calendar year.

### BEFORE YOU START

Your agency has been asked to complete this survey because you provide supports to **individuals with intellectual/developmental disabilities (IDD) funded through a regional center**.

We are interested in learning about your state's Direct Support Professional (DSP) workforce—Paid staff, further defined on the following page, whose primary job responsibility is to provide support, help with skills development, guidance, or personal assistance for individuals with IDD. DSPs are also commonly known as Direct Support Workers (DSWs), Home Health Aides (HHAs), or Personal Care Attendants (PCAs).

This survey is being administered by National Core Indicators® – Intellectual and Developmental Disabilities (NCI®-IDD) on behalf of California ; state policymakers and advocates will use the data to guide decisions.



IF YOU BELIEVE YOU HAVE RECEIVED THIS SURVEY IN ERROR, PLEASE INFORM THE CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES CONTACT: [DSPWORKFORCE@DDS.CA.GOV](mailto:DSPWORKFORCE@DDS.CA.GOV) AND EXPLAIN WHY

## DIRECTIONS

### OVERVIEW

The survey asks for information on DSPs who were on your agency's payroll for any period of time from January 1, 2022, to December 31, 2022, and for whom your agency defined or currently defines wages and benefits. (For more information on who is considered a DSP, see "**Types of Workers to Consider**," below.)

**Please only provide information pertaining to DSPs providing services funded by a regional center.**

We are collecting information on:

- Their date of hire
- Whether they are currently on staff or if they left/were terminated from the agency during 2022
- Their length of employment
- Whether they work full-time or part-time
- Hours and wages
- Benefits, such as paid time off, health insurance, etc.

You may want to have organizational staff in your Human Resources or Payroll departments complete this survey. You may also need information from program directors, so please review the survey questions and seek additional input as needed.

### IMPORTANT DEFINITIONS

#### TYPES OF WORKERS TO CONSIDER

Most of the questions on this survey are about workers who are employed as **Direct Support Professionals (DSPs)**. DSPs are also commonly known as Direct Support Workers (DSWs), Home Health Aides (HHAs), or Personal Care Attendants (PCAs); Employment Specialists (job coaches); Community Integration Specialists, etc.

For the purposes of this survey, DSPs are paid workers whose primary responsibility is to provide direct support to individuals with intellectual and developmental disabilities (IDD) and for whom your agency defines wages and benefits directly. Workers hired through a temporary personnel agency, contract, or 1099 arrangement should not be included in your responses.



**Include** these workers in your responses about DSPs:

- Paid staff whose primary job responsibility is to provide support, help with skills development, guidance, or personal assistance at any location or during any activity (i.e., at home, at leisure activities, at work, during recreational activities, etc.) to individuals with IDD.
- Paid staff who spend at least 50% of their hours doing direct support tasks. Their primary job responsibility and more than 50% of their hours are spent doing direct support work.
- People with some supervisory responsibilities—but **only** if more than 50% of their hours are spent doing direct support tasks.



**Do not include** these workers in your responses about DSPs:

- Clinically licensed staff (therapists, nurses, social workers, psychologists, etc.)
- Behavior specialists, behavior technicians or behavior clinicians (BCBA)
- Those who **only** provide transportation, home modifications, and/or meal delivery
- Contract or 1099 workers
- On-call or PRN workers

- Staff hired through a temporary personnel agency
- Staff paid through a funding source other than the regional center, such as by health insurance.
- Admin staff or supervisory staff, unless they spend 50% or more of their time doing direct support work

**Regarding host/foster/family home arrangements:** Please respond only about DSPs who are employed and work in addition to the primary shared living/foster care provider.

**Regarding Fiscal Intermediaries or Employers of Record for DSPs working for people who are self-directing their own services:** If your agency functions solely as a fiscal intermediary or employer of record, please do not respond to this survey; instead, email your Staff Stability State Contact listed above.

If your agency functions as a fiscal intermediary/employer of record **and also** provides direct support, please respond only about the DSPs employed by your agency; *do not include* DSPs hired and managed by people/families who are self-directing in your responses. Types of supports

The survey asks about the supports provided by the DSPs in your agency in the three categories summarized below. See the “FAQ Sheet” [[PDF document hyperlink](#)] for guidance on where service codes might fit within each category.

Residential Supports	In-Home Supports	Non-Residential Supports
<p><b>Provided to a person in a home or apartment that is owned or operated by your agency.</b></p> <p><i>This includes residential services delivered to people who DO NOT live in their family’s home or their own private home/apartment which they rent or own.</i></p> <p><i>Residential supports include:</i></p> <ul style="list-style-type: none"> <li>• Residential Services</li> <li>• 24-hour supports such as a group home or agency-operated apartments</li> <li>• Host home or foster home services</li> </ul> <p><i>If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</i></p>	<p><b>Provided to a person in a home or apartment that is not owned or operated by your agency. This includes:</b></p> <ul style="list-style-type: none"> <li>• Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by your agency)</li> <li>• This category can include homemaker/personal care services (in many states).</li> </ul>	<p><b>Provided in a day program, community program, or work setting. This includes:</b></p> <ul style="list-style-type: none"> <li>• Adult day services</li> <li>• Community supports such as supports provided to assist a person to participate in community activities</li> <li>• Employment or vocational services. This can include supports to help people who are looking for work or work supports such as job coaching or employment support.</li> </ul> <p><b>PLEASE NOTE:</b> Because of COVID-19, many traditionally ‘non-residential’ supports and services began to be provided in the person’s residence or home. If services provided by your agency fit the description above but because of COVID-19 were provided in a person’s residence/home, they are still considered “non-residential supports.”</p>

# THE 2022 NATIONAL CORE INDICATORS®-INTELLECTUAL AND DEVELOPMENTAL DISABILITIES (NCI-IDD) CALIFORNIA DIRECT SUPPORT PROFESSIONAL (DSP) WORKFORCE SURVEY

## Agency Profile

## Write-in answer

1. Agency name:  
A vendor agency is one that operates one or more programs. These programs may have different names, vendor ID's and/or addresses. Often a vendor agency uses the same taxpayer ID for each of their programs. Data reported in this survey should encompass data for the entire vendor agency. For example, an Agency operates Home 1, Home 2, and a Day Program. The Agency should submit one survey that includes data from Home 1, Home 2, and the Day Program.

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2. If known, please provide a list of all the vendor IDs within your vendor agency (optional):

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3. In 2022, did your agency ONLY support **adults with intellectual/developmental disabilities (IDD)** (individuals with IDD at or over the age of 18)?  
☐ Yes (GO TO Q7)  
☐ No (GO TO Q4)

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4. In 2022, did your agency ONLY support **children with IDD** (individuals with IDD under the age of 18)?  
☐ Yes (GO TO Q7)  
☐ No (GO TO Q5)

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5. If your agency served both children and adults in 2022, can your agency separate wage information, vacancy rates, and benefits for DSPs who work exclusively with adults with IDD and those who work exclusively with children with IDD, for separate reporting?  
☐ Yes  
☐ No

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6. If your agency served both children and adults, did your agency require that individual DSPs work exclusively with either adults or children?  
☐ Yes, all DSPs worked with either adults or children, not both.  
☐ No, some or all DSPs worked with both adults and children.  
☐ Not applicable. Doesn't serve both children and adults.  
☐ Don't Know

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7. Did your agency **only** use contract DSPs and/or 1099 DSPs in 2022?  
*Answer "YES" if your agency did NOT have any DSPs on regular payroll and your agency only uses contract and/or 1099 DSPs*  
☐ Yes ➔ Please do not continue with the survey  
☐ No

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8. Did your agency have any DSPs providing support for children or adults with IDD on your agency's payroll on **December 31, 2022?**

(Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider)

- ☐ Yes  
☐ No → Please do not continue with the survey

**Reminders:** For the purposes of this survey, DSPs are those whose primary job responsibility is to provide support, help with skills development, guidance, or personal assistance at any location or during any activity (i.e., at home, at leisure activities, at work, during recreational activities, etc.) to individuals with IDD.

Please see the instructions under “Types of Workers to Consider” at the beginning of this survey for details about the types of positions to include in your responses.

9. Was your agency in operation for at least six continuous months between Jan. 1, 2022, and Dec. 31, 2022?

- ☐ Yes  
☐ No → Please do not continue with the survey

In Questions 10 -15 we will be asking about the following types of supports provided by DSPs to individuals with IDD. Please also refer to **DDS FAQ Sheet** for additional information.

Residential Supports	In-Home Supports	Non-Residential Supports
<p><b>Provided to a person in a home or apartment that is owned or operated by your agency.</b>  <i>This includes residential services delivered to people who DO NOT live in their family's home or their own private home/apartment which they rent or own.</i></p> <p><i>Residential supports include:</i></p> <ul style="list-style-type: none"> <li>• Residential Services</li> <li>• 24-hour supports such as a group home or agency-operated apartments</li> <li>• Host home or foster home services</li> </ul> <p><i>If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</i></p>	<p><b>Provided to a person in a home or apartment that is not owned or operated by your agency.</b> This includes:</p> <ul style="list-style-type: none"> <li>• Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by your agency).</li> <li>• This category can include homemaker/personal care services (in many states).</li> </ul>	<p><b>Provided in a day program, community program or work setting.</b> This includes:</p> <ul style="list-style-type: none"> <li>• Adult day services</li> <li>• Community supports such as supports provided to assist a person to participate in community activities</li> <li>• Employment or vocational services. This can include supports to help people who are looking for work or work supports such as job coaching or employment support.</li> </ul> <p><b>PLEASE NOTE:</b> Because of COVID-19, many traditionally ‘non-residential’ supports and services began to be provided in the person’s residence or home. If services provided by your agency fit the description above but because of COVID-19 were provided in a person’s residence/home, they are still considered “non-residential supports”</p>

10. As of Dec. 31, 2022, did your provider agency provide **at least one** of the following types of support?

- Residential
- In-home and/or
- Non-residential supports

- ☐ Yes  
☐ No → Please do not continue with the survey

11. As of Dec. 31, 2022, did your agency provide **residential supports** to children and/or adults with IDD?  
*Residential supports are defined above.*

- ☐ Yes, agency provided residential supports to adults only.

- ☐ Yes, agency provided residential supports to children only.
- ☐ Yes, agency provided residential supports to both adults and children.
- ☐ No, agency did not provide residential supports.

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**12.** As of Dec. 31, 2022, did your agency provide **in-home supports** to children and/or adults with IDD in their own home or apartment or their family home or apartment? *In-home supports are defined above.*

- ☐ Yes, agency provided in-home supports to adults only.
- ☐ Yes, agency provided in-home supports to children only.
- ☐ Yes, agency provided in-home supports to both adults and children.
- ☐ No, agency did not provide in-home supports.

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**13.** As of Dec. 31, 2022, did your agency provide '**non-residential**' supports and services to children and/or adults with IDD? *Non-residential supports are defined above.*

- ☐ Yes, agency provided non-residential supports and services to adults only.
- ☐ Yes, agency provided non-residential supports and services to children only.
- ☐ Yes, agency provided non-residential supports and services to both adults and children.
- ☐ No, agency did not provide non-residential supports and services.

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**14.** How many individuals with IDD were enrolled in or approved for residential, in-home, and/or non-residential services from your agency on **Jan. 1, 2022**?

*Please provide an unduplicated count. That is, if your agency serves someone at home **and** with non-residential supports, please count that person only once.*

Number of Adults (ages 18 years or older): \_\_\_\_\_

Number of Children (ages 3 – 17 years old): \_\_\_\_\_

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**15.** How many individuals with IDD were enrolled in or approved for residential, in-home, and/or non-residential services from your agency on **Dec. 31, 2022**?

(Q14 and Q15 are aimed at documenting the change in your service population over 2022.)

*Please provide an unduplicated count. That is, if your agency serves someone at home **and** with non-residential supports, please count that person only once.*

Number of Adults (ages 18 years or older): \_\_\_\_\_

Number of Children (ages 3 – 17 years old): \_\_\_\_\_

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**16.** In 2022, did your agency have to turn away or stop accepting new service referrals due to DSP staffing issues?

- ☐ Yes
  - ☐ No
-

17. Is your agency (check all that apply):

- ☐ Private for-profit
- ☐ Private nonprofit

Government (city, county or state government, or local government boards)

If your agency is a government agency, please select one of the following:

- ☐ State/County/Local Government—Your agency's staff are local government employees (such as state, county, city, or municipal employees hired through the local government hiring process and receiving benefits and wages through the local government payroll system)
- ☐ Other government entity - such as quasi-governmental agencies, county boards of disability, where employees are not government-hired directly, but their wages and benefits follow a government scale and are administered through a separate agency, not the state or local government payroll system) (please explain) \_\_\_\_\_

Payroll data

Write answer in this column

18. How many **DSPs** did your agency have on the payroll as of **Jan. 1, 2022**?

*Include DSPs as defined under "Types of Workers to Consider" at the beginning of this survey. Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.*

\_\_\_\_\_ DSPs supporting individuals with IDD were on payroll as of **Jan. 1, 2022**

19. How many **DSPs** were on your agency's payroll as of **Dec. 31, 2022**?

*(Q18 and Q19 are aimed at understanding the change in your agency's DSP workforce over 2022.)*

\_\_\_\_\_ DSPs supporting individuals with IDD were on payroll as of **Dec. 31, 2022**

Your agency must have had at least one DSP supporting individuals with IDD on payroll as of Dec. 31, 2022, to be eligible to respond to this survey.

If this question is left blank or answered with "0," your agency's responses will not be included in the survey.

20. Please indicate the number of DSPs on your agency's payroll as of Dec. 31, 2022, who were continuously employed in a direct support capacity for:

Less than 6 months \_\_\_\_\_  
Between 6 and 12 months \_\_\_\_\_  
Between 12 and 24 months \_\_\_\_\_  
Between 24 and 36 months \_\_\_\_\_  
More than 36 months \_\_\_\_\_

**Note: The responses in Q20 must add up to the same number as in Q19.**

**21.** Please indicate the number of DSPs on your agency's payroll as of Dec. 31, 2022, who identify as:

**American Indian or Alaska Native**

**Asian**

(Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian)

**Black or African American**

**Pacific Islander**

(Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander)

**White**

**Hispanic/Latino**

(Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino)

**More than one race/ethnicity**

**Other race/ethnicity**

**Don't know**

**Note: The responses in Q21 must add up to the same number as in Q19.**

**22.** Please indicate the number of DSPs on your agency's payroll as of Dec. 31, 2022, who identify as:

Male \_\_\_\_\_

Female \_\_\_\_\_

Non-conforming \_\_\_\_\_

Other \_\_\_\_\_

Don't know \_\_\_\_\_

**Note: The responses in Q22 must add up to the same number as in Q19.**

**23.** Please indicate the number of DSPs on your agency's payroll as of Dec. 31, 2022, in the following age categories:

Under 18 years of age: \_\_\_\_\_

18-21 years of age: \_\_\_\_\_

22-30 years of age: \_\_\_\_\_

31-40 years of age: \_\_\_\_\_

41-50 years of age: \_\_\_\_\_

51-60 years of age: \_\_\_\_\_

61 years of age or older: \_\_\_\_\_

Don't know: \_\_\_\_\_

**Note: The responses in Q23 must add up to the same number as in Q19.**

**24.** If your agency had DSPs on the payroll as of Dec. 31, 2022 who were fluent in a language other than English, please indicate in which of the following languages those DSPs were fluent. Check all that apply.

- ☐ Not applicable. No DSPs were fluent in a language other than English → GO TO Q26
- ☐ Spanish
- ☐ American Sign Language (ASL)
- ☐ Arabic
- ☐ Armenian
- ☐ Cantonese (Simplified)
- ☐ Farsi
- ☐ Hindi

- ☐ Hmong
- ☐ Japanese
- ☐ Khmer
- ☐ Korean
- ☐ Laotian
- ☐ Mandarin Chinese
- ☐ Russian
- ☐ Tagalog
- ☐ Vietnamese
- ☐ Other \_\_\_\_\_

25. If your agency had DSPs on payroll as of Dec. 31, 2022, please indicate the number of DSPs who were fluent in at least one non-English language (including American Sign Language)?

Count: \_\_\_\_\_

26. What are the preferred non-English languages of the individuals you serve? Check all that apply.

- ☐ Not applicable. Individuals served prefer to communicate in English.
- ☐ Spanish
- ☐ American Sign Language (ASL)
- ☐ Arabic
- ☐ Armenian
- ☐ Cantonese (Simplified)
- ☐ Farsi
- ☐ Hindi
- ☐ Hmong
- ☐ Japanese
- ☐ Khmer
- ☐ Korean
- ☐ Laotian
- ☐ Mandarin Chinese
- ☐ Russian
- ☐ Tagalog
- ☐ Vietnamese
- ☐ Other \_\_\_\_\_

27. How many DSPs **left/separated from your agency permanently** between Jan. 1, 2022, and Dec. 31, 2022?

***Permanently Separated DSPs*** are DSPs who were removed from your agency's payroll for any reason during the year. Do not include workers who were promoted or transferred within the agency.

***\*\*\*Please note: DSPs that separated from payroll in 2022 and then rejoined payroll in 2022 should NOT be included in this total.***

28. Of those **DSPs who left/separated from your agency permanently between Jan. 1, 2022, and Dec. 31, 2022**, please indicate the number who had been continuously employed by your agency (in a direct support capacity) for:

Less than 6 months \_\_\_\_\_  
 Between 6 and 12 months \_\_\_\_\_  
 Between 12 and 24 months \_\_\_\_\_  
 Between 24 and 36 months \_\_\_\_\_  
 More than 36 months \_\_\_\_\_

**Note: The responses in Q28 must add up to the *total number of permanently separated DSPs* in Q27**

29. Of those **DSPs who left/separated from your agency permanently between Jan. 1, 2022, and Dec. 31, 2022**, please indicate the number who left under each of the following circumstances. (Please DO NOT include those who were rehired or who rejoined payroll in 2022):

**Either separated voluntarily or terminated due to vaccine and testing requirements** \_\_\_\_\_  
**Otherwise voluntarily left, retired, or quit** \_\_\_\_\_  
**Employment was terminated for any other reason** \_\_\_\_\_  
 (due to performance issues or violation of agency policy)  
**Laid off** \_\_\_\_\_  
 (position was eliminated)  
**Don't know** \_\_\_\_\_

**Note: The responses in Q29 must add up to the *total number of permanently separated DSPs* in Q27.**

30. Does your agency distinguish between full-time and part-time DSP positions?

☐ Yes  
☐ No (GO TO Q32)

31. If yes, what is the **minimum** number of hours a week a DSP must work to be considered full-time?

☐ 1-29 hours per week  
☐ 30 hours per week  
☐ 31-39 hours per week  
☐ 40 hours per week  
☐ 41+ hours per week

32. How many **full-time DSPs** were on your agency's payroll as of Dec. 31, 2022?

*If the answer is none, please write "0"*

33. How many **full-time DSP position vacancies** did your agency have as of Dec. 31, 2022?

*If the answer is none, please write "0"*

34. How many **part-time DSPs** were on your agency's payroll as of Dec. 31, 2022? (Do not include PRN or on-call workers)

*If the answer is none, please write "0"*

**Note: The response in Q34 plus the response in Q32 must equal the response in Q19.**

**35.** How many **part-time DSP position vacancies** did your agency have as of Dec. 31, 2022?

*If the answer is none, please write "0"*

**36. THIS QUESTION IS ABOUT ON-CALL or PRN WORKERS**

How many **on-call DSPs and/or PRN DSPs** were employed by your agency to support individuals with IDD as of Dec. 31, 2022?  
(Only include those for whom your agency defines the wages. Do not include those hired through a temp agency.)

*If the answer is none, please write "0"*

## COMPENSATION

For the following questions please refer to the instructions below:

- Do not include overtime wages in your calculations.
- Do not include wage bonuses in your calculations.
- Please refer to the period between Jan. 1, 2022, and Dec. 31, 2022.
- Reference inclusion and exclusions below on DSPs to report for these questions.



**Include** these workers in your responses about DSPs:

- Paid staff whose primary job responsibility is to provide support, help with skills development, guidance, or personal assistance at any location or during any activity (i.e., at home, at leisure activities, at work, during recreational activities, etc.) to individuals with IDD.
- Paid staff who spend at least 50% of their hours doing direct support tasks. Their primary job responsibility and more than 50% of their hours are spent doing direct support work.
- People with some supervisory responsibilities—but **only** if more than 50% of their hours are spent doing direct support tasks.



**Do not include** these workers in your responses about DSPs:

- Clinically licensed staff (therapists, nurses, social workers, psychologists, etc.)
- Behavior specialists, behavior technicians or behavior clinicians (BCBA)
- Those who **only** provide transportation, home modifications, and/or meal delivery
- Contract or 1099 workers
- On-call or PRN workers
- Staff hired through a temporary personnel agency
- Staff paid through a funding source other than the regional center, such as by health insurance
- Admin staff or supervisory staff, unless they spend 50% or more of their time doing direct support work

**37.** What was the average (mean) STARTING hourly wage paid to DSPs in each of the following types of services in 2022?

	Average (mean) STARTING hourly wage for DSPs
a) Average starting wages of DSPs across services and settings	\$____. (per hour)
b) Average starting wages of DSPs providing <b>residential supports</b> (as defined under “Types of Supports” at the beginning of this survey)	\$____. (per hour)
c) Average starting wages of DSPs providing <b>in-home supports</b> (as defined under “Types of Supports” at the beginning of this survey)	\$____. (per hour)
d) Average starting wages of DSPs providing <b>non-residential services and supports</b> (as defined under “Types of Supports” at the beginning of this survey)	\$____. (per hour)

**38.** What was the average (mean) hourly wage paid to DSPs (regardless of length of employment) in each of the following types of services in 2022?

	Average (mean) hourly wage for DSPs
a) Average hourly wages of DSPs across services and settings	\$____. (per hour)

- b) Average hourly wages of DSPs providing **residential supports** (as defined under “Types of Supports” at the beginning of this survey) \$\_\_\_\_.\_\_\_\_ (per hour)
- c) Average hourly wages of DSPs providing **in-home supports** (as defined under “Types of Supports” at the beginning of this survey) \$\_\_\_\_.\_\_\_\_ (per hour)
- d) Average hourly wages of DSPs providing **non-residential services and supports** (as defined under “Types of Supports” at the beginning of this survey) \$\_\_\_\_.\_\_\_\_ (per hour)
- 

**39.** In 2022, was the wage that your agency paid DSPs impacted by local minimum wage laws?

- ☐ Yes, wage was impacted by local minimum wage laws
- ☐ No, wage was not impacted by local minimum wage laws (GO TO 41)
- ☐ Don't know. (GO TO 41)
- 

**40.** How was the wage that your agency paid DSPs impacted by local minimum wage laws? Check all that apply.

- ☐ We paid DSPs differently based on the minimum wage law in the location where the DSP provides services.
- ☐ We paid DSPs differently based on the minimum wage law in the location of the DSP's home office with our agency.
- ☐ We paid DSPs differently based on the minimum wage law at the DSP's home address.
- ☐ We paid all DSPs a higher wage to comply with applicable minimum wage requirements, even if a DSP did not work, live, or is assigned to a home office subject to that specific local minimum wage requirements.
- ☐ We paid DSPs a higher starting wage because of local minimum wage requirements.
- ☐ Other \_\_\_\_\_
- ☐ Don't know.
- 

**41.** In which of the following local minimum wage region(s) did your agency operate? Check all that apply.

- ☐ Not applicable. Agency does not operate in any of the following regions. .
- ☐ Belmont
- ☐ Burlingame
- ☐ Cupertino
- ☐ Daly City
- ☐ El Cerrito
- ☐ Half Moon Bay
- ☐ Hayward
- ☐ Los Altos
- ☐ Menlo Park
- ☐ Milpitas
- ☐ Mountain View
- ☐ Novato
- ☐ Oakland
- ☐ Palo Alto
- ☐ East Palo Alto
- ☐ Petaluma
- ☐ Redwood City
- ☐ Richmond
- ☐ San Carlos
- ☐ San Diego
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- ☐ San Jose
  - ☐ San Mateo
  - ☐ Santa Clara
  - ☐ Santa Rosa
  - ☐ Sonoma
  - ☐ South San Francisco
  - ☐ Sunnyvale
  - ☐ West Hollywood
  - ☐ Other
- 

42. If your agency differentiates between full-time and part-time DSPs (as in Q30), did your agency use a different pay scale for full-time and part-time DSPs in 2022?

In other words, did starting wages and/or raise calculations differ for part-time DSPs versus full-time DSPs?

- ☐ Not applicable. Does not differentiate between full-time and part-time DSPs.
  - ☐ Yes, agency uses a different pay scale for full-time and part-time DSPs.
  - ☐ No, agency does not use a different pay scale for full-time and part-time DSPs.
  - ☐ Don't know
- 

43. In 2022, did your agency differentiate a DSP's starting wage based on their years of experience in the field?

- ☐ Not applicable. Does not differentiate based on years of experience.
  - ☐ Yes, agency uses a different pay scale based on years of experience.
  - ☐ No, agency does not use a different pay scale based on years of experience.
  - ☐ Don't Know
- 

44. In 2022, did your agency provide any of the following annual wage increases? Check all that apply.

- ☐ Cost of Living increase
  - ☐ Merit increase
  - ☐ Increase based on agency salary schedule
  - ☐ Other \_\_\_\_\_
  - ☐ Not applicable. We did not provide any annual wage increase.
  - ☐ Don't know
- 

45. In 2022, did your agency provide a pay-differential for those DSPs who can communicate in languages other than English?

*Please respond "yes" if your agency pays more to DSPs who can support people whose preferred language is not English, for example a higher pay rate for DSPs who can support people in Spanish, another world language, or American Sign Language.*

- ☐ Not applicable. Agency does not employ DSPs who speak a language other than English
  - ☐ Yes
  - ☐ No
- 

## Bonuses and Overtime

46. Did your agency give **wage bonuses** to DSPs in 2022?

*A bonus is wage compensation supplemental to salary or wages. Bonuses are typically given at intervals less frequent than payroll.*

*Do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider*

- ☐ Yes  
☐ No (GO TO Q49)

**47.** Of the DSPs supporting individuals with IDD what is the total unduplicated count of DSPs who received at least one wage bonus between Jan. 1, 2022, and Dec. 31, 2022?

*We're looking for the number of DSPs who received at least one wage bonus here; NOT the number of bonuses given. Your answer here cannot be larger than your answer to Q22 (the total number of DSPs on your agency's payroll as of Dec. 31, 2022).*

*Do not include commas in the numbers in your responses (e.g., type "1000" and don't type "1,000").*

**48.** If your agency gave wage bonuses to DSPs in the year 2022, what was the average amount for the bonus? (In other words, the total amount paid in bonuses divided by the number of DSPs who received bonuses)

- ☐ Less than \$50  
☐ \$50-\$100  
☐ \$101-\$200  
☐ \$201-\$300  
☐ \$301-\$400  
☐ \$401-\$500  
☐ \$500+

**49.** What was the total number of **regular working hours** your agency paid to DSPs in 2022?

**Regular working hours** are hours for which the DSP is not paid overtime (for example, regular working hours are hours within the DSP's regular schedule)

*Do not include commas in the numbers in your responses (e.g., type "1000" and don't type "1,000").*

**50.** What was the total number of **overtime hours** your agency paid to DSPs in 2022?

**Overtime hours** are hours for which the DSP is paid more than their regular hourly wage (for example, hours for which the DSP is paid "time-and-a-half") Do not include commas in the numbers in your responses (e.g., type "1000" and don't type "1,000").

**51.** Of the DSPs supporting individuals with IDD how many DSPs received at least **one hour of overtime pay** between Jan. 1, 2022, and Dec. 31, 2022?

*If the answer is none, please write "0"*

*Do not include commas in the numbers in your responses (e.g., type "1000" and don't type "1,000").*

Count \_\_\_\_\_

## Benefits

In your answers to this section, **only consider those DSPs on your agency's payroll**; do not include DSPs hired through a temp agency, contract DSPs, 1099 DSPs, On-Call or PRN DSPs or a primary host-home/foster-care provider.

**52.** In 2022, did your agency provide any paid time off to DSPs, in addition to state required paid sick time?

- ☐ Yes  
☐ No (GO TO Q55)

53. Please indicate the type of paid time off your agency offered DSPs in 2022. Check all that apply.
- ☐ Vacation
  - ☐ Sick leave beyond state required sick time
  - ☐ Holiday
  - ☐ Personal time
  - ☐ Other paid time off
  - ☐ Don't know
  - ☐
- 
54. If **paid time off** beyond state requirements was offered to some or all DSPs, what were the requirements for a DSP to be eligible? Check all that apply.
- ☐ Must be working full time.
  - ☐ Must work a minimum amount of time in a defined period (for example, 35 hours/week, 18 days/month, etc.)
  - ☐ Must have been employed at the agency for a certain length of time.
  - ☐ No requirements, all DSPs were eligible.
- 
55. Did your agency offer **health (medical) insurance coverage** to some or all DSPs in 2022?
- ☐ Yes
  - ☐ No (GO TO Q62)
- 
56. If **health (medical) insurance coverage** was offered to some or all DSPs, what were the requirements for a DSP to be eligible?  
(Check all that apply)
- ☐ Must be full time.
  - ☐ Must work a minimum amount of time within a defined time period (for example, must work 35 hours/week, 18 days/month, etc.)
  - ☐ Must have been employed at the agency for a certain length of time.
  - ☐ No requirements, all DSPs were eligible.
- 
57. If **health (medical) insurance coverage** was offered to some or all DSPs, what percentage was the DSP contribution for individual coverage of the medical benefits premium?  
In other words, what percentage of the **health care** premium did the DSP pay for individual coverage?
- ☐ Not applicable. We did not offer health insurance coverage.
  - ☐ 1.00 – 3.99%
  - ☐ 4.00 - 6.99%
  - ☐ 7.00 – 10.99%
  - ☐ 11.00 -25.99%
  - ☐ 26.00 -50.00%
  - ☐ More than 50%
  - ☐ Agency pays 100% of an employee's medical benefits premium.
  - ☐ Don't know
- 
58. If **health (medical) insurance coverage** was offered, did your agency offer health (medical) coverage for dependents or family members of the DSP?
- ☐ Not applicable. Agency did not offer health insurance coverage.
  - ☐ Yes
  - ☐ No (GO TO 60)
  - ☐ Don't know (GO TO 60)

59. If “YES” to Q58, what percentage was the DSP contribution to the **health (medical) benefits premium** to cover the DSP dependents or family?
- In other words, what percentage of the **health** care premium for dependent or family coverage did the DSP pay?
- ☐ Not applicable. Agency did not offer health insurance coverage for DSP dependents or family.
  - ☐ 1.00-10.99%
  - ☐ 11.00-25.99%
  - ☐ 26.00-50.00%
  - ☐ More than 50%
  - ☐ Agency pays 100% of a DSP’s family medical benefits premium
  - ☐ Don’t know
- 
60. As of Dec. 31, 2022, how many DSPs on payroll were eligible for the **health (medical) insurance** benefit from your agency?  
(Here we are looking for the total number eligible—both those who enrolled and those who did not.)
- \_\_\_\_\_ DSPs were eligible for the health insurance benefit
- Your answer here cannot be larger than the answer you provided in Q19 regarding the total number of DSPs on your agency’s payroll as of Dec. 31, 2022.*
- 
61. How many of the eligible DSPs were enrolled in the health insurance benefit as of Dec. 31, 2022? (Do not include dependents in this calculation.)
- \_\_\_\_\_ DSPs enrolled in the health insurance benefit
- Your answer here cannot be larger than the answer you provided in Q19 regarding the total number of DSPs on your agency’s payroll as of Dec. 31, 2022*
- Your answer here cannot be larger than the answer you provided in Q60 regarding the total number of DSPs eligible for the benefit at your agency.*
- 
62. Did your agency offer **dental coverage** to some or all DSPs in 2022?
- ☐ Yes
  - ☐ No (GO TO Q66)
- 
63. If **dental coverage** was offered to some or all DSPs, what percentage was the DSP contribution for individual coverage of the dental benefits premium?
- In other words, what percentage of the **dental** premium did the DSP pay for individual coverage?
- ☐ 1.00-10.99%
  - ☐ 11.00-25.99%
  - ☐ 26.00-50.00%
  - ☐ More than 50%
  - ☐ Agency pays 100% of a DSP’s individual dental premium.
  - ☐ Don’t know
- 
64. If **dental insurance coverage** was offered, did your agency provide dental coverage for dependents or family members of the DSP?
- ☐ Yes
  - ☐ No (GO TO 66)
  - ☐ Don’t know (GO TO 66)

65. If “YES” to Q64, what percentage was the DSP contribution to the **dental** benefits premium to cover the DSP dependents or family?
- In other words, what percentage of the **dental** premium for dependent or family coverage did the DSP pay?
- ☐ 1.00-10.99%
  - ☐ 11.00-25.99%
  - ☐ 26.00-50.00%
  - ☐ More than 50%
  - ☐ Agency pays 100% of a DSP’s family dental benefits premium.
  - ☐ Don’t know
- 
66. Did your agency offer **vision coverage** to some or all DSPs in 2022?
- ☐ Yes
  - ☐ No (GO TO Q70)
- 
67. If **vision coverage** was offered to some or all DSPs, what percentage was the DSP contribution for individual coverage of the vision coverage premium?
- In other words, what percentage of the **vision** premium did the DSP pay for individual coverage?
- ☐ 1.00-10.99%
  - ☐ 11.00-25.99%
  - ☐ 26.00-50.00%
  - ☐ More than 50%
  - ☐ Agency pays 100% of a DSP’s individual vision benefits premium.
  - ☐ Don’t know
- 
68. If **vision coverage** was offered, did your agency provide vision coverage for dependents or family members of the DSP?
- ☐ Yes
  - ☐ No (GO TO 70)
  - ☐ Don’t know (GO TO 70)
- 
69. If “YES” to Q68, what percentage was the DSP contribution to the **vision** benefits premium to cover the DSP dependents or family?
- In other words, what percentage of the **vision** premium for dependent or family coverage did the DSP pay?
- ☐ 1.00-10.99%
  - ☐ 11.00-25.99%
  - ☐ 26.00-50.00%
  - ☐ More than 50%
  - ☐ Agency pays 100% of a DSP’s family vision benefits premium.
  - ☐ Don’t know
- 
70. Did your agency offer an **employer-sponsored retirement plan (401K, 403b, or other plan)** to some or all DSPs in 2022?
- ☐ Yes
  - ☐ No (GO TO Q72)
- 
71. If an **employer-sponsored retirement plan (401K, 403b or other plan)** was offered to some or all DSPs, what were the requirements for a DSP to be eligible? (Check all that apply)
- ☐ Must be full time

- ☐ Must work a minimum amount of time within a defined time period (for example, must work 35 hours/week, 18 days/month, etc.)
- ☐ Must have been employed at the agency for a certain length of time.
- ☐ No requirements, all DSPs were eligible.

**72.** What other benefits did your agency offer to some or all DSPs in 2022? Check all that apply.

- ☐ Reimbursement or other support for post-secondary education (such as tuition assistance)
- ☐ Employer-paid job-related training
- ☐ Employer-sponsored disability insurance
- ☐ Flexible Spending Accounts
- ☐ Health incentive programs (gyms, yoga, smoking cessation incentives...)
- ☐ Life insurance
- ☐ Transportation benefits—for example, bus pass, parking, carpooling
- ☐ Childcare benefits
- ☐ Employee Assistance Program (EAP)
- ☐ I am not sure/don't know
- ☐ Other (please describe) \_\_\_\_\_

## Recruitment and Retention

**73.** Did your agency offer a pay incentive or referral bonus for current DSP staff to bring in new recruits in 2022?

- ☐ Yes
- ☐ No (GO TO 75)

**74.** If “YES” to Q73, what is the incentive amount?

- ☐ \$1-\$50
- ☐ \$51-\$100
- ☐ \$101-\$150
- ☐ \$151-\$200
- ☐ \$200+
- ☐ Don't Know

**75.** Please check all strategies your agency used to retain staff in DSP positions in 2022 (*Check all that apply*):

- ☐ Did your agency offer a **realistic job preview** for DSP positions?  
*A realistic job preview provides the applicant with accurate information about the job duties (both positive and negative) from the perspective of people who do the work; it is provided to the applicant prior to making a job offer and its purpose is to help an applicant decide if they would like to pursue the job.*
- ☐ Did your DSPs receive **training on a Code of Ethics**?
- ☐ Did your agency use a **DSP ladder** to retain highly skilled workers in DSP roles (continuing to provide direct service to individuals with IDD)? (For example, a career ladder for DSPs)
- ☐ Did your agency support staff to get **credentialed** through a state or nationally recognized professional organization? (For example, Direct Course College of Direct Support through National Association of Direct Support Professionals, etc.)  
*Support may take the form of financial support to cover the cost of the credential, paying the DSP for the time needed to complete the credential, or other financial support.*

- ☐ Were **bonuses, stipends or raises** provided to DSPs as they **completed key stages of a credentialling process or upon completion of the credentialling process**?
- ☐ Did your agency implement any **employee engagement surveys**, or other efforts aimed at assessing DSP satisfaction and experience working for the agency?
- ☐ Did your agency have any **employee recognition programs** such as initiatives to reward DSPs for achievement, anniversaries, and other milestones?
- ☐ Were **DSPs included in agency governance**? For example, did DSPs serve on advisory boards within the agency? Did DSPs play a role in hiring?
- ☐ Did your agency **require any training for DSPs** above and beyond those trainings required by state regulation?

## Frontline Supervisors

The next questions refer EXCLUSIVELY to **Frontline Supervisors**—the first line of management in human service organizations. These are staff who supervise DSPs working with individuals with IDD and often also engage in direct support as part of their duties. For these questions, **please answer about Frontline Supervisors who spend more than 50% of their time on supervisory tasks.**

- |     |   |  |
|-----|---|--|
| 76. | <p>How many <b>Frontline Supervisors</b> supervising DSPs were employed by your agency as of Dec. 31, 2022?</p> <p><i>(Please only include Frontline Supervisors who supervise DSPs supporting individuals with IDD)</i></p>  |  |
| 77. | <p>In 2022, were the Frontline Supervisors employed by your agency paid hourly wages (and therefore eligible for overtime pay) or were they salaried?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> All Frontline Supervisors were paid hourly</li> <li><input type="checkbox"/> All Frontline Supervisors were salaried</li> <li><input type="checkbox"/> Some Frontline Supervisors were paid hourly, and some were salaried</li> </ul>   |  |
| 78. | <p>Did <b>Frontline Supervisors</b> receive additional pay/wages for overtime hours (hours worked beyond 40 per week) in 2022?</p> <p><i>(Please only include Frontline Supervisors who supervise DSPs supporting individuals with IDD)</i></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No (GO TO Q81)</li> </ul>   |  |
| 79. | <p>How many hours of <b>overtime</b> did your agency pay to <b>Frontline Supervisors</b> in 2022? (Please use your agency's definition of "overtime".)</p> <p><b>Overtime hours</b> are hours for which the frontline supervisor is paid more than their regular hourly wage (for example, hours for which the frontline supervisor is paid "time-and-a-half")</p> <p><i>(If Frontline Supervisors were not eligible for overtime, please leave blank.)</i></p> <p><i>(Please only include Frontline Supervisors who supervise DSPs supporting individuals with IDD.)</i></p> |  |
| 80. | <p>How many <b>Frontline Supervisors</b> received overtime pay from your agency in 2022?</p>  |  |

(Please only include Frontline Supervisors who supervise DSPs supporting individuals with IDD.)

81. Please indicate the number of Frontline Supervisors on your agency's payroll as of Dec. 31, 2022 (Q76) who identify as:

**American Indian or Alaska Native**

**Asian**

(Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese, or Other Asian)

**Black or African American**

**Pacific Islander**

(Native Hawaiian, Guamanian or Chamorro, Samoan, or Other Pacific Islander)

**White**

**Hispanic/Latino**

(Mexican, Mexican American, Chicano, Puerto Rican, Cuban, or Other Spanish/Hispanic/Latino)

**More than one race/ethnicity**

**Other race/ethnicity**

**Don't know**

**Note: The responses in Q81 must total the response provided in Q76.**

82. Of the total number of **Frontline Supervisors** on your agency's payroll as of Dec. 31, 2022 (Q76), please indicate the number who identify as:

Male \_\_\_\_\_

Female \_\_\_\_\_

Non-conforming \_\_\_\_\_

Other \_\_\_\_\_

Don't Know \_\_\_\_\_

**Note: The responses in Q82 must total the response provided in Q76.**

## EMERGENCY AND DISASTER PLANNING

83. In 2022, did your agency have an emergency management and/or disaster preparedness plan for potential future evacuations or shelter-in-place orders (for example, those related to earthquakes, fires, or pandemics)?

☐ Yes

☐ No

84. In 2022, did your agency's emergency management and/or disaster preparedness plan include actions to take in the case of potential DSP staffing shortages?

☐ Yes

☐ No

## Comments

85. OPTIONAL: Thank you for your careful attention and effort in completing this survey. Occasionally, data fall far outside the average range of all reporting agencies. If that occurs, are you willing to be contacted to verify the data you entered? All data reported will be aggregated to the state level for reporting. If you are willing to be contacted, please provide your email address here:

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**86.** How long did it take your agency to collect the information and data your needed to complete this survey?  
\_\_\_\_\_Hours \_\_\_\_\_Minutes

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**87.** How long did it take your agency to input the information in the on-line survey tool? \_\_\_\_\_Hours  
\_\_\_\_\_Minutes

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**88.** Please enter any comments you have about this survey